

NETWORK MANAGER REPORT



AUGUST 2010

SUBMITTED BY Barrett Gilbreath, General Manager

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OVERVIEW

Operations

August was a very busy month for AI with the beginning of license renewal season. AI completed four updates to current applications in preparation for 2010 fall renewal season, and launched three new applications to production. This brings AI's total to 20 new applications for the year.

Highlights for the month include:

- The Alabama Department of Finance, Purchasing Division launched the Vendor Registration application. All vendors desiring to receive solicitations to bid on goods and services purchased through the Division of Purchasing must complete this online Vendor Registration. The application processed over 2,500 registrations and \$390,000 for the Department of Finance.
- The Department of Corrections Inmate Canteen Service continues to show increased adoption. The application has almost tripled in deposits when compared to August 2009. This service allows the public to deposit money to an inmate via an online application.
- The Alabama State Board of Chiropractic Examiners saw a 19% increase in overall transactions of their applications with Alabama Interactive. The Board currently has five applications live with AI.
- The Alabama Real Estate Commission license renewal application processed over \$2.5 million in August. This application allows Real Estate commission licensees to renew their license online.
- The Alabama Department of Labor, Child Labor Division launched its renewal application for child labor certificates. This application will allow any user who purchased a child labor certificate in 2009 to login and purchase the same certificates this year without having to re-type their information.
- The Alabama Board of Home Medical Equipment Services Providers' renewal application experienced a 25% increase in transactions from August 2009. This application allows home medical service providers to renew their license online.
- During the month of August the Alabama State Board of Physical Therapy License renewal application processed nearly \$70,000 in transactions, which is a 13% increase from August 2009. This application allows physical therapists throughout the state to renew their license online.

Marketing

The marketing team spent the month of August focusing on renewal season as well as introducing a few large-scale projects such as the Department of Finance, Purchasing Division Vendor Registration application and the rewrite of the Department of Conservation and Natural Resources Hunting and Fishing License application. In addition to deploying the aforementioned projects, the marketing team prepared a postcard for the Alabama Department of Revenue Auto Dealers application to remind them of their upcoming renewal season and direct them to the appropriate link.

Customer Service

Customer service representatives were busy in August due to the launch of many license renewals. AI continues to help visitors to the alabama.gov site through live chats and customer service phone calls as well as offline chats through our support email system. The customer service team at AI answered over 1,000 live and offline chats in the month of August and many more phone calls with general questions about various state services and online applications.

The customer service team received a number of accolades in August. One customer had this to say about our customer service “you were extremely helpful” and said that he was “very grateful” of the customer service he received. He noted people are always so willing to pass on negative information but rarely pass on the positive feedback. Several other customers used Alabama Interactive’s services and had good things to say. Mr. Norman wrote “Thank you, thank you, thank you. You have saved my day.” These are the responses and reactions the customer service team always wants to hear and keeps the team dedicated to providing the highest quality of customer service possible.

Development

The AI Dev-Share Team held a training session focused on the DCNR Hunting and Fishing application. This training session covered the application in its entirety, since the re-write included various upgrades and added features. Robert Hines, Director of Development, gave an overview of the code and the complex validation requirements reliant upon various factors within the applications. This included how those validations controlled the different aspects of the hunting and fishing application. The team also reviewed the numerous reports within the application so all members of the team would be able to fix problems the application might encounter. The DCNR Hunting and Fishing application has one of the highest volume applications for the portal, so having the entire development team familiar with the specifications and able to provide support will be invaluable.

The development team added Dustin McKee during the month of August. A graduate from Auburn University with a Bachelor of Science degree in Software Engineering, he will be most helpful in mobile application development since he had extensive experience developing iPhone applications while at Auburn. AI looks forward to launching a number of new mobile applications with his help.

PROJECT REPORT

Completed New Applications for 2010

Agency	Application	Description	Date Completed
Alabama State Board of Chiropractic Examiners	Reinstatement	Allows licensees to reinstate licenses	01/11/2010
Alabama Bar Association	Shopping Cart	Allows users to purchase BAR book online	01/22/2010
Alabama Department of Child Abuse & Neglect Prevention	Fatherhood Forum	Allows single fathers to ask the agency and other single fathers' questions.	01/29/2010
Alabama Board of Examiners of Assisted Living Administrators	License Renewals	Allows Category 1 and 2 licensees to renew online	01/31/2010
Alabama Board of Examiners of Assisted Living Administrators	Replacement License	Allows active licensees to request a replacement license online	02/18/2010
Alabama Board of Examiners of Assisted Living Administrators	Nursing Home License Renewal	Allows nursing home administrators to renew assisted living license online	02/18/2010
Alabama Onsite Wastewater Board	Exam	Allows users to apply for exam online	02/22/2010
Alabama Board of Examiners of Assisted Living Administrators	Nursing Home Admin Initial	Allows nursing homes administrators to apply online	02/22/2010
Alabama Department of Conservation and Natural Resources	Boat Registration	Allows counties to register boats online	02/28/2010
Alabama Interactive	Alabama.gov iPhone application	Allows iPhone users to access an enhanced mobile version of Alabama.gov	03/07/2010
Alabama Board of Examiners of Assisted Living Administrators	Initial Application	Allows users to apply for their initial license online	04/06/2010

Alabama Department of Public Health	Child Health IVR Solution	Allows users to make AllKids payment via phone	05/17/2010
Alabama Department of Environmental Management	General Invoice Payment	Allows individuals to pay various ADEM generated invoices and fees online	05/24/2010
Alabama Interactive	Portal - Version 8	The new portal added a number of new features including a carousel of quick links and an interactive map.	06/01/2010
Alabama Home Builders Licensure Board	Expired Inactive – Corporation License Renewal	Allows corporations to renew their Expired Inactive license online	06/01/2010
Alabama Board of Examiners of Assisted Living Administrators	Emergency Permit	Allows an acting administrator to apply for a interim permit	07/01/2010
Alabama Department of Revenue	Personalized Tag Reservation	Application re-write	07/14/2010
Alabama Department of Purchasing	Vendor Registration	Allows vendors for the state to register online	08/01/2010
Alabama Social Work Examiners Board	Initial License Application	Allows users to apply for initial license online	08/02/2010
Alabama Department of Labor	Child Labor Certificate Renewals	Allows users who purchased a child labor certificate to renew their certificates online	08/16/2010

Completed Updates for 2010

Agency	Application	Description	Date Completed
Alabama Department of Conservation and Natural Resources	Magazine - Rewrite	Complete rewrite of existing application	01/22/2010
Alabama State Board of Registered Foresters	License Renewal - Rewrite	Complete rewrite of existing application	01/25/2010
Alabama Department of Education	Merchant Service	Update to the existing web service	01/28/2010
Alabama Electrical Contractors Board	License Renewal	Update to existing application	01/28/2010
Alabama State Board of Registered Foresters	Intranet	Update to existing application intranet	01/28/2010
Alabama Board of Interpreters and Translators	License Renewal	Update to existing applications, licensees will not be able to edit fields	02/01/2010
Alabama Real Estate Commission	CMAA	Updates to existing application	02/03/2010
Alabama Real Estate Commission	Transfer Application	Updates to existing application	02/03/2010
Alabama State Motor Pool	Online Reservation	Rewrite of existing application	03/01/2010
Alabama Secretary of State	Monthly Search	Updates to existing application	03/01/2010
Alabama State Board of Chiropractic Examiners	Reinstatement	Update to add additional fee to reinstatement application	03/22/2010
Alabama Home Builders Licensure Board	Expired Inactive	Updates to existing application	03/30/2010
Alabama Department of Conservation and Natural Resources	Intranet	Added account information to the intranet	03/16/2010
Alabama State Bar	Sections	Updates to existing application	04/02/2010
Alabama Real Estate Commission	Certification	Updates to existing application	04/05/2010

Alabama Real Estate Commission	New Course	Updates to existing application	04/14/2010
Alabama Real Estate Commission	Official Document Printing	Added license expiration date on column	04/14/2010
Alabama State Bar	Annual Registration	Updates to existing application	04/29/2010
Alabama Department of Revenue	Construction Fee Return	Update to allow processing of Credit Cards	05/05/2010
Alabama State Board of Chiropractic Examiners	Verification	Rewrite of existing application	05/14/2010
Alabama Real Estate Commission	Enhanced Security Login	Update to login security	05/17/2010
Alabama State Board of Chiropractic Examiners	License Renewal	Update to add Bachelors degree option to application	05/19/2010
Alabama Alcohol Beverage Control Board	License Renewal	Updates to existing application	06/01/2010
Alabama Department of Conservation and Natural Resources	Alligator Hunt	Updates to existing application	06/01/2010
Alabama Interactive	Subscription Service	Allows users to apply / renew their subscription service online	06/09/2010
Alabama Secretary of State	UCC Filing	Allows users to select multiple items	06/10/2010
Alabama Department of Conservation and natural Resources	Becoming an Outdoor Woman	Allows users to pay for Becoming an Outdoor Woman online	07/26/2010
Alabama Board of Physical Therapy	License Renewal	Updates to existing application	08/02/2010
Alabama Real Estate Appraisers Board	License Renewal	Updates to existing application	08/02/2010
Alabama State Board of Chiropractic Examiners	License Renewal	Updates to existing application	08/15/2010
Alabama State Board of Chiropractic Examiners	Facility Renewals	Updates to existing application	08/17/2010

In Testing...

Agency	Application	Description	Status	Target Date
Alabama Department of Revenue	Initial Business Privilege Tax	Allows users to complete the initial privilege tax online	This application is in agency testing.	March 2009
Alabama Board of Cosmetology	Electronic Inspections Application	Allows users to inspect facilities on site using mobile devices	This application is in agency testing	TBD
Alabama Electronic Securities Board	License Renewal	Allows current licensed installers to renew licenses online	This application is in agency testing	September 2010
Alabama Department of Conservation and Natural Resources	5 Rivers	Merchant Service	This application is in agency testing	September 2009
Alabama Board of Licensure for Professional Geologists	Professional Geologists License Renewal	Allows licensed geologists to renew online	This application is in agency testing	March 2010
Alabama Alcoholic Beverage Control Board	E-packets	Allows agents to submit monthly paperwork electronically	This application is in agency testing	June 2010
Alabama Board of Nursing	New name and address change	Allows licensees to change name/address via separate applications	This application is in agency testing	November 2009
Alabama Secretary of State	LLP Annual Registration	Allows LLCs to pay annual registration fee online	This application is in agency testing	TBD
Alabama Department of Corrections	Inmate Banking IVR application	Allows user to deposit money to an inmate's account by phone	This application is in internal testing	January 2010
Alabama Alcohol Beverage Control Board	Payment Portal	Allows users to pay citations online	This application is in agency testing	August 2010

Alabama Alcohol Beverage Control Board	E-Citations	Allows ABC Agents to issue citations electronically	This application is in agency testing	June 2010
Alabama Board of Pardons and Paroles	Supervision Payment Application	Allows parolees to pay monthly fee with credit/debit cards	This application is in agency testing	TBD
Alabama State Board of Chiropractic Examiners	Fines and Fees	Allows users to pay their Board fine and fees online	This application is in the development phase	08/15/2010
Alabama Alcohol Beverage Control Board	Rep-ID's	Provides Alcohol Brand Reps ID Cards w/pictures	This application is in internal testing	June 2010
Alabama State Board of Chiropractic Examiners	Initial License	Allows user to purchase initial license online	This application is in internal testing	May, 2010
Alabama Alcohol Beverage Control Board	Online Liquor Order Wholesale	Allows wholesalers to order liquor online	This application is in agency testing	June 2010
Alabama Board of Court Reporting	Change of address	Allows licensees to change address online	This application is in agency testing	June, 2010
Alabama Board of Court Reporting	License Verification	Allows users to verify license status online	This application is in agency testing	TBD
Alabama Licensure Board for Interpreters and Translators	Change of address	Allows licensees to change address online	This application is in agency testing	TBD
Alabama State Board of Respiratory Therapy	Change of address	Allows licensees to change address online	This application is in agency testing	TBD
Alabama State Board of Respiratory Therapy	License Verification	Allows users to verify license status online	This application is in agency testing	TBD
Alabama State Board of Occupational Therapy	License Renewal	Allows user to renew their license online	This application is in agency testing	TBD

Alabama Department of Public Safety	Driver's license practice Test	Allows users to take the practice test online	This application is in agency testing	08/11/2010
Alabama Secretary of State	Corporation Certificate of Existence	Certificate of Good Standing for Corporations	This application is in agency testing	08/04/2009

In Development . . .

Agency	Application	Description	Status	Target Date
Alabama Alcohol Beverage Control Board	Wholesale Beer and Wine	Allows users to pay wholesale beer and wine taxes online	This application is in pre-project phase	July 2010
Alabama Department of Conservation and Natural Resources	iPhone Application	Allows users to find wildlife management areas and upload photos	This application is in pre-project phase	TBD
Alabama Board of Examiners in Marriage and Family	Change of address	Allows licensees to change address online	This application is in the development phase	TBD
Alabama Board of Examiners in Marriage and Family	License Verification	Allows users to verify license status online	This application is in pre-project phase	TBD
Alabama Interactive	Becoming Alabama	In-kind website for the Alabama Archives et al.	This application is in pre-project phase	August 2010
Alabama Department of Corrections	iPhone/ Mobile application	Allows users to deposit money to inmates via a mobile device	This application is in the development phase	May, 2010
Alabama Department of Revenue	Motor Vehicle Form 04	Allows users to file lien holder applications online	This application is in the pre project phase	August 2009
Alabama Department of Revenue	Replacement title	Allows user to order replacement titles online	This application is in pre-project phase	TBD
Alabama Board of Examiners of Landscape Architects	Exam Application	Allows users to pay for their license exam online	This application is in the development phase	08/15/2010
Alabama Department of Revenue	Tag Search	Allows user to search tags online	This application is in pre-project phase	10/01/2010
Alabama Department of Revenue	Title Search	Allows user to search titles online	This application is in pre-project phase	10/01/2010

Alabama Department of Public Health	Renovation Contractors	Allows renovation contractors to renew or apply for their license online	This application is in pre-project phase	10/01/2010
Alabama Department of Agriculture and Industries	Private applicator Permit	Allows private applicators to purchase their permits online	This application is in pre-project phase	10/20/2010
Alabama Department of Agriculture and Industries	Commercial applicator Permit	Allows commercial applicators to purchase their permits online	This application is in pre-project phase	10/20/2010
Alabama Electrical Contractors Board	Replacement Title	Allows licensees to get copies of their licenses if lost or stolen	This application is in pre-project phase	01/11/2011

Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Shopping Cart	Update to current shopping cart	This application is in internal testing	April 2009
Alabama Department of Revenue	Motor Vehicle	Motor vehicle intranet	This application is in the pre project phase	August 2009
Alabama Department of Conservation and Natural Resources	License Renewal	Updates to existing application	This application is in development	June 2010
Alabama Department of Revenue	Unclaimed Vehicle Report	Provides subscribers with unclaimed vehicle information	This application is in development	TBD
Alabama Department of Corrections	Recurring Payments	Update to allow users to set recurring payments	This application is in internal testing	May 2010
Alabama Department of Conservation and Natural Resources	Boat Registration	Updates to existing application	This application is in development	June 2010
Alabama Department of Conservation and Natural Resources	BOW	Updates to existing application	This application is in pre-project phase	June 2010
Alabama Department of Conservation and Natural Resources	Canoe Trail	Updates to existing application	This application is in pre-project phase	TBD
Alabama Board of Optometry	License Renewal	Updates to existing application	This application is in pre-project phase	TBD
Alabama Department of Revenue	Auto Dealers	Updates to existing license renewal application	This application is in development	TBD
Alabama State Bar	Exam	Allows users to pay for their Bar exam online	This application is in development	09/01/2010

SERVICE REQUESTS

Alabama Department of Revenue

Registration Search application

Alabama Interactive requests and recommends this service for the Alabama Department of Revenue be added to the network. The payment application will be an electronic access fee service and will be developed at no cost to the Department.

Alabama Department of Revenue

Title Record Search application

Alabama Interactive requests and recommends this service for the Alabama Department of Revenue be added to the network. The payment application will be an electronic access fee service and will be developed at no cost to the Department.

Alabama Department of Agriculture and Industries

Private Applicator Permit Application

Alabama Interactive requests and recommends this service for the Alabama Department of Agriculture and Industries be added to the network. The payment application will be an electronic access fee service and will be developed at no cost to the Department.

Alabama Department of Agriculture and Industries

Commercial Applicator Permit Application

Alabama Interactive requests and recommends this service for the Alabama Department of Agriculture and Industries be added to the network. The payment application will be an electronic access fee service and will be developed at no cost to the Department.

MONTH IN REVIEW

Total AI Network Transactions:	207,935
Average Successful Request per Day:	6,708
Total alabama.gov Visitors:	112,624
Total alabama.gov Page Views:	245,239
Total alabama.gov Chats or Offline Messages from Live Help:	1,062
Total AI Customer Support Emails:	415

OPERATIONS & ADMINISTRATION

With renewal season in full swing Alabama Interactive's project managers have been working very close with each of our partners to ensure successful launch of all renewal applications. The team is working on a number of new applications to launch before the end of the year and looks forward to a smooth and successful renewal season.

OTHER BUSINESS/IN CLOSING

In closing, August brought the beginning of the renewal season and the end to a very busy month. We are looking forward to the coming months with new service offerings, license renewals and higher adoption.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1988, or email at barrett@alabamainteractive.org

Respectfully Submitted,

Barrett Gilbreath